

Policy: W-04-06
Policy Title: Interruptions of Service
Policy Purpose: Customer Service
Implementation Date: 10/21/2004
Revision Date: N/A

TOWN OF WESTFIELD PUBLIC WORKS DEPARTMENT INTERRUPTIONS OF SERVICE

The department will make reasonable efforts to prevent interruptions of service. When interruptions occur, the department will reestablish service with the shortest possible delay consistent with general safety and public welfare.

Scheduled work requiring service interruption will, if possible, be done at a time which will cause the least inconvenience to customers provided this is compatible with local ordinances and does not result in excessive costs. Customers being affected by a planned interruption will be notified in advance, whenever possible, of the interruption. Notification to customers may be provided by individual notice or by a notice in a local newspaper.

As a minimum requirement and unless specified differently by regulation, the department will maintain a record of all major service interruptions or deficiencies caused by power outages, equipment failure, floods, fire, main breaks, etc. Such record will describe the cause, duration, area, and number of customers affected, and steps taken to restore service.

The fire department for the area affected will be notified of existing and/or proposed interruptions to service in transmission, distribution mains, fire hydrants and also production, pumping and storage facilities which may affect the continuity of service to fire flows for a period of four (4) hours or longer. If required, various regulatory agencies will also be notified.

Bruce A. Hauk, Director
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